

CLAIMS

1. (Currently Amended) A method of establishing communication sessions through the Internet, such method comprising:

receiving a request from a browser of an Internet requester currently accessing by-a website of an organization via the browser, the request activated by the requester and forwarded to the organization by the browser to request for a communication session with a human agent of the website;

a processor automatically recovering and analyzing browser associated information relating to the request prior to human agent assignment from the browser request by using a processor; and

selecting a human agent for the communication session automatically based upon a content of the analyzed browser associated information.

2. (Currently Amended) The method of establishing communication sessions as in claim 1 wherein the browser associated information includes information delivered with the request, router information retrieved based upon a URL of the browser and information retrieved from the browser about other communications sessions, and wherein the step of analyzing browser associated information further comprises automatically retrieving a list of router identifiers defining a path from the Internet requester to the website.

3. (Original) The method of establishing communication sessions as in claim 2 further comprising identifying a locale of an IP packet router in a closest relative location to the requester.

4. (Original) The method of establishing communication sessions as in claim 3 wherein the step of selecting the agent further comprises identifying an agent in the identified locale of the closest relative router.
5. (Original) The method of establishing communication sessions as in claim 4 wherein the step of analyzing browser associated information further comprises determining an organizational affiliation of the requester from a domain name of the request.
6. (Original) The method of establishing communication sessions as in claim 5 wherein the step of selecting an agent further comprises retrieving a list of agents qualified to service communication sessions with the determined organization.
7. (Original) The method of establishing communication sessions as in claim 6 further comprising transferring a URL of the requester to the selected agent.
8. (Currently Amended) The method of establishing communication sessions as in claim 1 further comprising making available to the website a set of shared files related to communication activity of the requester generated by a browser of the requester when the website identifies itself as being part of an associated file sharing network.
9. (Original) The method of establishing communication sessions as in claim 8 further comprising detecting a set of file extension of the shared files.

10. (Original) The method of establishing communication sessions as in claim 9 further comprising comparing the file extensions with a communications capability index.
11. (Original) The method of establishing communication sessions as in claim 10 wherein the step of selecting the agent further comprises searching for an agent with a communication capability index substantially equal to the requester.
12. (Original) The method of establishing communication sessions as in claim 8 further comprising detecting a URL of a competitor.
13. (Original) The method of establishing communication sessions as in claim 12 wherein the URL of the competitor further comprises an identifier of a webpage of a specific product of the competitor.
14. (Original) The method of establishing communication sessions as in claim 13 wherein the step of selecting the agent further comprises searching for an agent with a knowledge of the specific product of the competitor.
15. (Currently Amended) An apparatus for establishing communication sessions through the Internet, such apparatus comprising:

means for receiving a request from a browser of an Internet requester by currently accessing a website, the request activated by the requester and forwarded to the website by the browser to the request for a communication session with a human agent of the website;

means for analyzing browser associated information relating to the request, prior to an agent assignment, to identify a location of the requester; and

means for automatically selecting a human agent for the communication session prior to establishing the communication session based upon a content of the analyzed browser associated information and the location.

16. (Previously Presented) The apparatus for establishing communication sessions as in claim 15 wherein the means for analyzing browser associated information further comprises means for automatically retrieving a list of router identifiers defining a path from the Internet requester to the website.

17. (Original) The apparatus for establishing communication sessions as in claim 16 further comprising means for identifying a locale of an IP packet router in a closest relative location to the requester.

18. (Original) The apparatus for establishing communication sessions as in claim 17 wherein the means for selecting the agent further comprises means for identifying an agent in the identified locale of the closest relative router.

19. (Original) The apparatus for establishing communication sessions as in claim 18 wherein the means for analyzing browser associated information further comprises means for determining an organizational affiliation of the requester from a domain name of the request.

20. (Original) The apparatus for establishing communication sessions as in claim 19 wherein the means for selecting an agent further comprises means for retrieving a list of agents qualified to service communication sessions with the determined organization.

21. (Original) The apparatus for establishing communication sessions as in claim 20 further comprising means for transferring a URL of the requester to the selected agent.

22. (Currently Amended) The apparatus for establishing communication sessions as in claim 15 further comprising means at the website for retrieving a set of shared files related to communication activity of the requester and generated by the ~~from~~ a browser of the requester when the website identifies itself as being part of an associated file sharing network.

23. (Previously Presented) The apparatus for establishing communication sessions as in claim 15 wherein the means for analyzing comprises means for determining a location of the requester and wherein the means for selecting further comprises means for selecting a human agent closest to the location of the requester.

24. (Previously Presented) The apparatus for establishing communication sessions as in claim 22 further comprising means for detecting a set of file extensions of the shared files and for comparing the file extensions with a communications capability index.

25. (Original) The apparatus for establishing communication sessions as in claim 24 wherein the means for selecting the agent further comprises means for searching for an agent with a communication capability index substantially equal to the requester.

26. (Original) The apparatus for establishing communication sessions as in claim 22 further comprising means for detecting a URL of a competitor.

27. (Original) The apparatus for establishing communication sessions as in claim 26 wherein the URL of the competitor further comprises an identifier of a webpage of a specific product of the competitor.

28. (Original) The apparatus for establishing communication sessions as in claim 27 wherein the means for selecting the agent further comprises means for searching for an agent with a knowledge of the specific product of the competitor.

29. (Currently Amended) An apparatus for establishing communication sessions through the Internet, such apparatus comprising:

a website adapted to receive a request from a browser of an Internet requester accessing the website, the request activated by the requester and forwarded to the website by the browser requesting for a communication session with a human agent of the website;

a packet analyzer adapted to automatically analyze browser associated information relating to the request prior to an agent assignment, wherein the browser associated information, prior to an agent assignment, comprises at least one of information delivered to a server along with the request from the browser, router information retrieved by the server based upon a URL of the browser, and information retrieved by the server from the browser about communication sessions with other servers; and

an agent selection application adapted to automatically select a human agent for the communication session based upon a content of the analyzed browser associated information.

30. (Previously Presented) The apparatus for establishing communication sessions as in claim 29 wherein the packet processor further comprises a TRACEROUTE application adapted to automatically retrieve a list of router identifiers defining a path from the Internet requester to the website.

31. (Original) The apparatus for establishing communication sessions as in claim 30 wherein the packet processor further comprises an agent selection application adapted to identify an agent in the identified locale of the closest relative router.

32. (Original) The apparatus for establishing communication sessions as in claim 31 wherein the agent selection application further comprises an agent lookup table adapted to retrieve a list of agents in the identified locale of the closest relative router.

33. (Original) The apparatus for establishing communication sessions as in claim 31 further comprising a communication processor adapted to transfer a URL of the requester to the selected agent.

34. (Currently Amended) The apparatus for establishing communication sessions as in claim 29 wherein the browser associated information further comprises a set of shared files related to communication activity of the requester and generated by the browser of the requester made available to the website from a browser of the requester when the website identifies itself as being part of an associated file sharing network.

35. (Original) The apparatus for establishing communication sessions as in claim 34 wherein the set of shared files further comprises a set of file extensions of the shared files.

36. (Original) The apparatus for establishing communication sessions as in claim 35 further comprising a file analyzer adapted to comparing the file extensions with a communications capability index.

37. (Original) The apparatus for establishing communication sessions as in claim 36 wherein the file analyzer further comprises a communication capability index.

38. (Original) The apparatus for establishing communication sessions as in claim 34 wherein
the set of shared files further comprises a cookie left by another server.